

A wide banner with a blue and white wavy background. The AMS logo is faintly visible in the center. On the right side, there are three small inset images: a person wearing a headset working at a computer, a group of people in an office setting, and a hand holding a tablet device.

# SPS Help Desk Presentation

SPS Joint Users' Conference  
April 24, 2002

# Agenda

- SPS Help Desk Mission
- Defining The SPS Help Desk
- SPS Help Desk Responsibilities
- Assistance On Issues
- Authorized Caller Processes
- Authorized Caller Course Requirements
- Determining Severity
- Service Request Flow
- Help Desk Team Support Tasks
- Metrics
- Questions

# SPS Help Desk Mission

- The Standard Procurement System (SPS) Help Desk provides customer support to the Department of Defense paperless acquisition community by assisting users with operational issues related to their use of the SPS Procurement Desktop-Defense (PD<sup>2</sup>) and associated software. Our mission is to provide round-the-clock, quality and timely solutions to the SPS users' software issues. We are committed to delivering world-class customer service and achieve this position by continuously enhancing our level of customer service and process standards and procedures.

# Defining the SPS Help Desk

- The responsibilities and tasks of the SPS Help Desk are defined by the Help Desk Agreement. This is a yearly contract between the PMO and AMS. Input for the contract is solicited from all component Desk Officers.

# SPS Help Desk Responsibilities

- Provide 24x7 functional and technical support for active DoD sites
- Provide client with interim resolutions for software defects & data related errors
- Provide support for PD<sup>2</sup>, SPS-I, Metrics Tool and Cognos
- Provide a Knowledge Base of FAQs, Technical and Functional White Papers, & Work Solutions
- Provide forums for communication of client needs with SPS organization (SPS web sites, monthly chats, info-mail)
- Provide site with assistance for some Database maintenance related tasks

# Assistance For Issues

- We have a very extensive online Knowledge Base that can be accessed by anyone at your site to review work solutions, helpful documents, FAQs, etc. (you do not need to be an Authorized Caller to access the KB)
- Monthly online chat sessions are held on various topics (you do not need to be an Authorized Caller to attend)
- Register for Info-Mails and bulletins which highlight breaking issues and things to come in the near future
- Authorized Callers can open Service Requests with the Help Desk in several ways
  - Calling our 800 number
  - Sending an e-mail to [sps\\_helpdesk@ams.com](mailto:sps_helpdesk@ams.com)
  - Opening a Service Request via the website with “SR online”

# Authorized Caller Processes

- The number of Authorized Callers per Government Site is determined by the total number of user licenses purchased by the Site
- In addition, each Government Site that has SPS-I Software that has been initially installed by AMS and is using it operationally will have 2 Authorized Callers for SPS-I Software support

# Course Requirements for PD<sup>2</sup> Authorized Callers

- Attend AMS/AMS certified Instructor Led Training (ILT) System Administrator Course.
- Attend AMS/AMS certified ILT Contracts, Contract Administration, or Simplified Acquisition Course.
- At least one Authorized Caller must attend an ILT Sybase (Basic) course if the site has over 75 user licenses, or the site is a host site for multiple Sybase databases with remote clients.
- OR, have the Government Component Desk Officer submit a waiver request form for any individual who has had equivalent training.



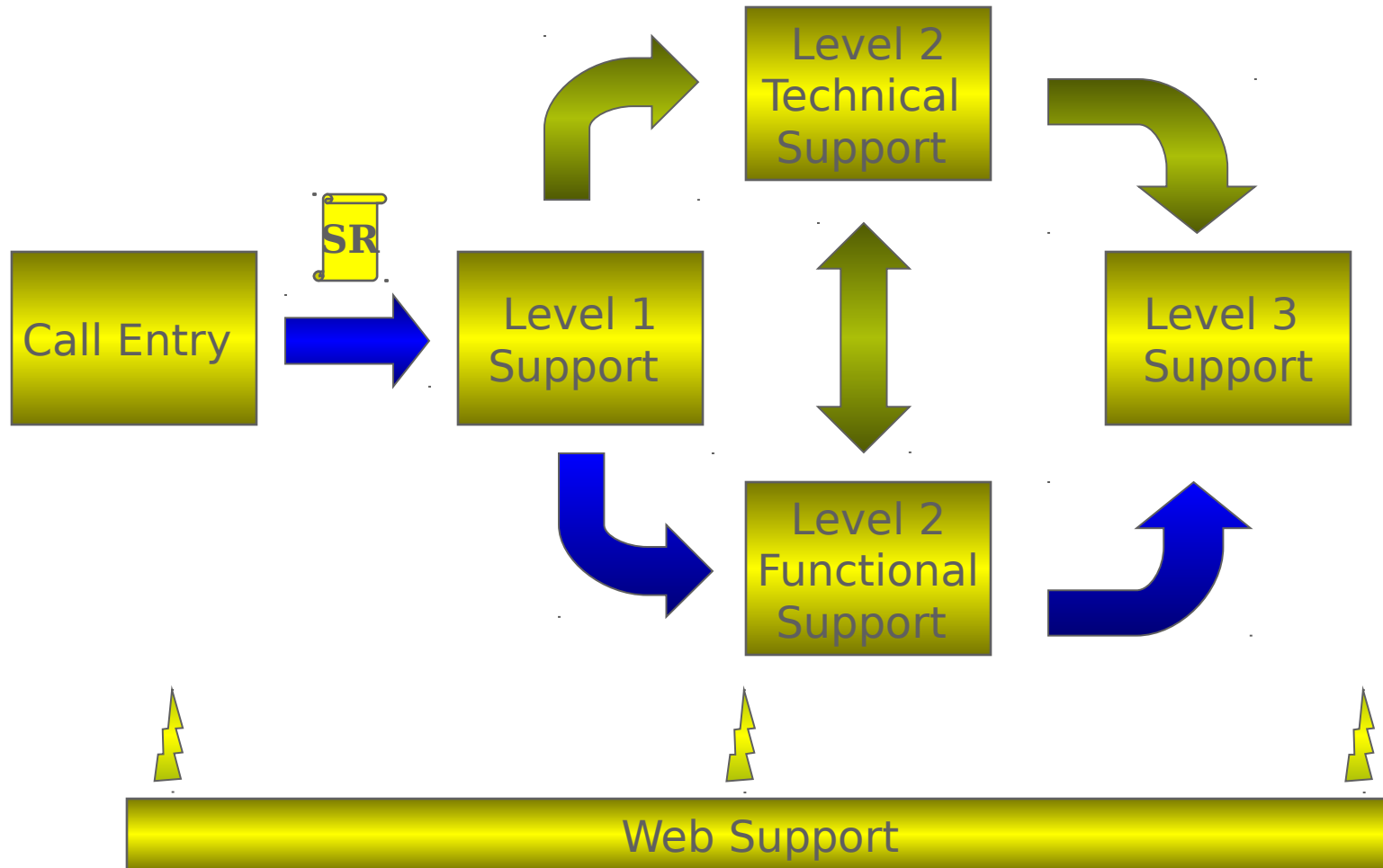
# Course Requirements for SPS-I Authorized Callers

- Attend the AMS Instructor Lead Training SPS-I administrator training.
- OR, have the Government Component Desk Officer submit a waiver request form for any individual who has had equivalent training.

# Determining Severity

- Each Help Desk Service Request is assigned a severity based on the criticality of the issue.
- Severity definitions are:
  - ❖ **Severity 1:** Site system down. No alternative available, customers can't proceed. No work can happen.
  - ❖ **Severity 2:** The system and User operations are severely impacted. Parts still function. No alternative available. Also includes support for urgent Service Requests that must be fixed prior to the end of the day to support EOFY in September.
  - ❖ **Severity 3:** Alternative available, operations function, minimal disruption or no alternative available, but minimal to moderate disruption.
  - ❖ **Severity 4:** Minor problem, as it does not affect a User's ability to operate the software. Also includes out-of-scope issues and issues from licensed, non-operational sites.

# SPS Help Desk Service Request Flow



# Help Desk Team Support Tasks

## Call Entry Responsibilities:

- Opens new Service Requests from incoming calls, e-mails, voicemail messages, faxes, or “SR online”
- Provides status on existing Service Requests
- Performs live call transfers to Level 1 analysts
- Closes resolved Service Requests
- Processes authorized caller requests
- Maintains authorized caller database
- Transfers incoming calls to other support levels
- Generates daily reports

## Level 1 Responsibilities:

- Receives Service Requests from Call Entry
- Validates issues with authorized callers
- Validates processes that were followed by users when the problem was encountered
- Troubleshoots up to 30 minutes to identify a resolution
- Provides resolutions, and with authorized caller concurrence, closes Service Requests
- Forwards Service Requests to Level 2 when the resolution is not identified within the 30 minute time limit

# Help Desk Team Support Tasks

## Level 2 Responsibilities:

- Receives Service Requests from Level 1
- Troubleshoots Service Requests to provide correct resolutions
- Requests diagnostics from authorized callers to help troubleshoot issues
- Provides functional or technical resolutions, and with callers concurrence, closes Service Requests
- Responsible for adhering to appropriate Script Approval procedures prior to sending out manipulative scripts.
- Identifies software defects and logs them into the AMS defect tracking tool

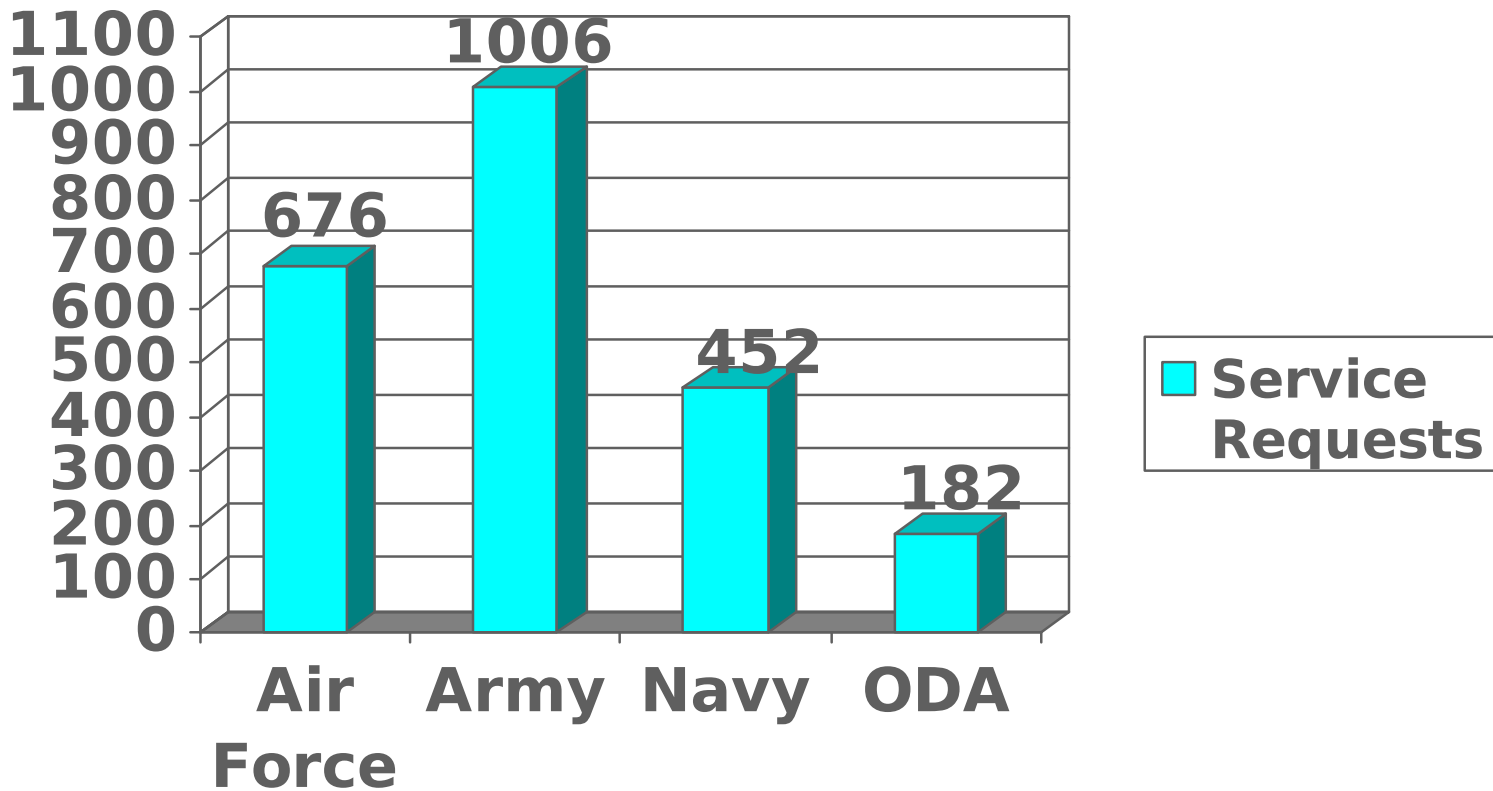
# Help Desk Team Support Tasks

## **Web Support Responsibilities:**

- Publishes Frequently Asked Questions
- Publishes known work solutions
- Posts Help Desk Service Request records
- Maintains documentation about the SPS products or the use of the SPS products
- Maintains Help Desk Service Request status tracking functionality
- Coordinates regular online chat sessions
- Distributions of SPS Info-Mails
- Maintains the SPS Software Library

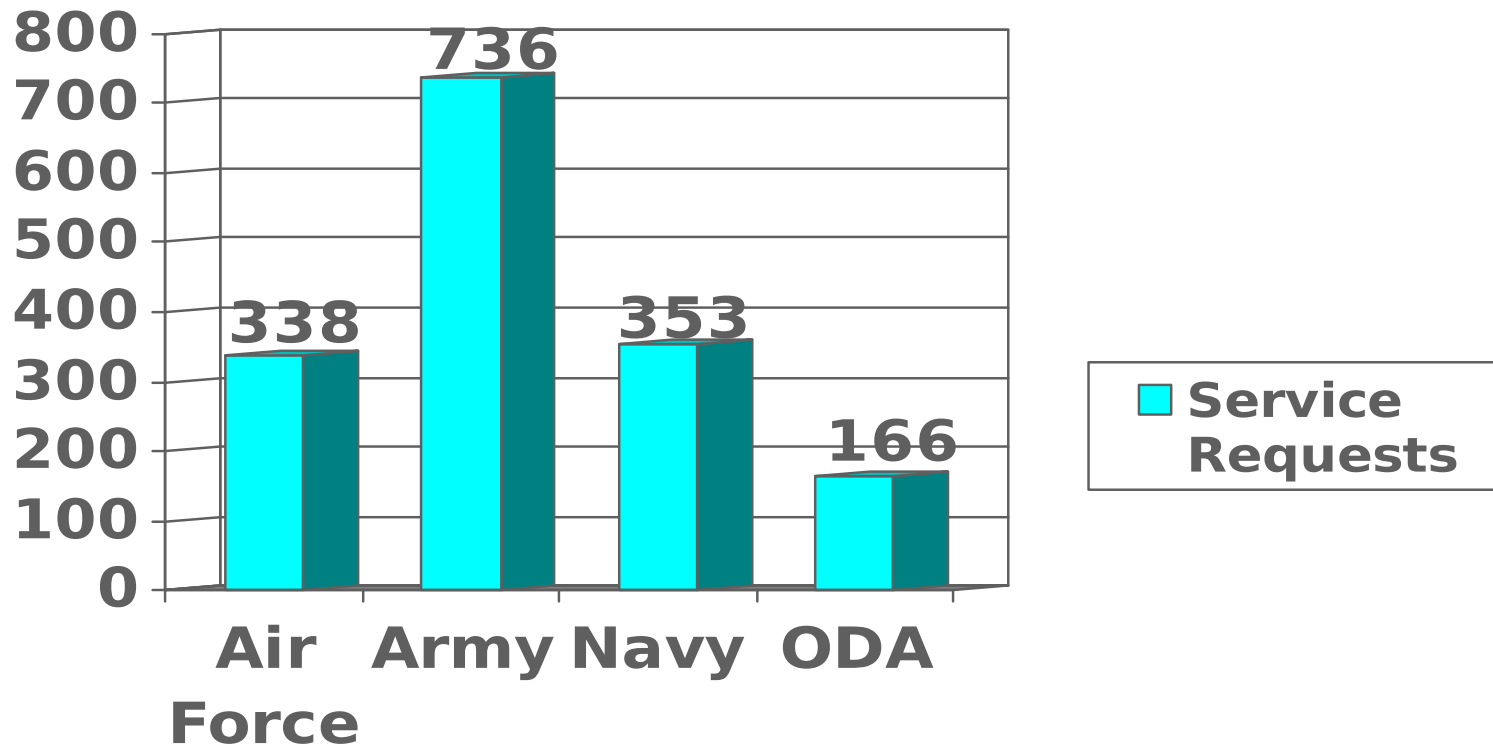
# Metrics - Third Quarter 2001

## Third Quarter 2001 SRs



# Metrics - Fourth Quarter 2001

## Fourth Quarter 2001 SRs





# Questions

